

Spring GDS Canada Accessible Customer Service Policy

Statement of Commitment

G3 Worldwide (Canada) Inc. operating as Spring Global Delivery Solutions (Spring GDS Canada) is committed to excellence in serving all our clients/customers, including those with disabilities. Our accessible customer service policy is consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws and our obligations under the Human Rights Code. Where there is a barrier to accessing our goods, services, or facilities, we will seek to provide alternate ways to facilitate accessibility for our clients/customers with disabilities.

Purpose/Objective

The purpose of this policy is to:

- Ensure that our policies, practices and procedures for the provision of its services are consistent with the principles outlined in the Accessibility Standards for Customer Service and to effectively provide services to people with disabilities.
- Strive always to provide services in a way that respects the dignity and independence of people with disabilities.
- Ensure that people with disabilities have the same opportunity to access and benefit from our services in the same place and in a similar way as others and the removal of any barriers that may impede full accessibility for people with disabilities.

Providing goods, services or facilities to people with disabilities

Spring GDS Canada is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. Spring GDS Canada understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Spring GDS Canada is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Spring GDS Canada is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive devices

Spring GDS Canada recognizes that some people with disabilities may use their personal assistive devices when accessing our goods, services, or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, or facilities.

We will ensure that our staff who provide customer service are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods, services, or facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train those who communicate with our clients/customers on how to interact and communicate with people with various disabilities.

We will work with the person with disabilities to determine what method of communication works for them. Upon request, we will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner, unless it is not feasible to do so.

Service Animals

Spring GDS Canada recognizes that some people with disabilities rely on assistance from their service animal while accessing our goods, services, or facilities. We welcome people with disabilities and their service animals. Service animals are allowed in the parts of our premises that are common areas and must remain with the person they are accompanying at all times.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will ensure people with disabilities can access our goods, services, or facilities by explaining why the animal is excluded, and discussing with the client/customer another way of providing goods, services, or facilities.

Support Persons

Spring GDS Canada recognizes that some people with disabilities rely on a support person for assistance while accessing our goods, services, or facilities. A person with a disability who is accompanied by a support person will be allowed to have the support person accompany them while on our premises.

In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of the person with a disability, and others on the premises.

Before making a decision, Spring GDS Canada will:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to goods, services, or facilities for customers with disabilities, our Customer Service department will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, our Customer Service Department contact information, and a description of alternative facilities or services, if available.

The notice will be made available in the following ways:

- Notice posted on the Front Entrance Door, Back Receiving Door, & Lunchroom
- E-mail sent to clients/customers

Training

We are committed to training all employees and volunteers in accessible customer service, other Ontario's accessibility standards, and aspects of the Ontario Human Rights Code that relate to persons with disabilities. In addition, we will train all persons who participate in developing the organization's policies, and all other persons who provide goods, services, or facilities on behalf of the organization.

Training of our employees and volunteers on accessibility relates to their specific roles. Staff will be trained as soon as reasonably practicable after being hired and in respect of any changes to relevant policies on accessibility.

Training includes:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- The Ontario Human Rights Code
- Our policy related to the Accessibility Standard for Customer Service
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices that may help with the provision of goods, services, or facilities to a person with a disability
- What to do if a person with a disability is having difficulty in accessing our organization's goods, services, or facilities

We will maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Feedback Process

Spring GDS Canada welcomes feedback on how we accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way Spring GDS Canada provides goods, services, or facilities to people with disabilities can provide feedback by contacting our Customer Service Department in the following way(s):

- **Email:** customer.service.ca@spring-gds.com
- **Mail:** 3170 Orlando Drive Unit 3, Mississauga ON, L4V 1R5
Attn: Customer Relations Manager
- **Phone:** 1-888-624-5327

All feedback will be directed to the Customer Relations Manager, Managing Director, and Senior Management to determine the appropriate follow-up actions.

All feedback received will be reviewed within a reasonable time period and we will take appropriate steps as needed to address any issues raised.

Spring GDS Canada will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, upon request.

Notice of Availability of Documents

Spring GDS Canada posts a notice in our Visitor Log Book and Website notifying the public that accessible formats of documents are available upon request.

Spring GDS Canada will provide these documents in an accessible format or with communication support, upon request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

In instances when this is not feasible, we will consult with the person making the request in determining an alternate solution that takes their disability into consideration.

Review

G3 Worldwide (Canada) Inc. operating as Spring Global Delivery Solutions is committed to customer service standards that respects and promotes the principles of dignity, independence, integration and equal opportunity for people with disabilities. This policy will be reviewed and revised as needed to comply with applicable human rights legislation and Ontario's accessibility laws.

This document is publicly available. Accessible formats are available upon request by contacting our Customer Service Department via our Feedback Process.